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At home in Europe

Night Star Express optimises international network

NIGHT STAR EXPRESS IS IN PERPETUAL MOTION

2019 is drawing to a close and, before the holidays, we want to take the opportunity to look back on this event-packed year. For Night Star Express, 2019 meant one thing above all else: being in motion.

We have remained in motion all year – along with the consignments from our business partners, of course. But our company has also achieved a lot over the past twelve months.

We were able to strengthen our key areas of business in 2019. Since May, Meike Stephan has also been putting things in motion in the Night Star Express Marketing department with internal and external communication, developing and maintaining contacts, managing the new website and social media channels, developing new concepts to give you the opportunity to contact us quickly and to provide you with the latest information about our services.

Much is also changing in our important International business area, where we have broadened our base. Sarra Horchani joined our team in June. We will consistently continue to develop our cooperation and workflows within the company and with our partners in order to be able to offer our customers an improved range of services in the international sector in the future.

The reorganisation of the hub and the installation of the new conveyor system were some of this year’s biggest tasks in operational business. Simplifying and optimising our workflows quickly enabled us to achieve greater efficiency and to process consignments within an even shorter time.

The planning and implementation of another key project was done in such a profes-

sional way without any disruptions that you probably didn’t even realise it was underway:

We set up a West hub in Düsseldorf in order to deal with the continuously growing number of consignments and to optimise our internal workflows and handling times. This means that we are in a great position for the coming year in order to be able to deal with the growing volume of consignments.

Digitisation is the buzzword of our times and we are not immune to its effects: Since the middle of this year, we have been working with high-profile partners to prepare the way for a ground-breaking technology – keyless delivery. Maybe you will soon be one of the customers to opt to have their consignments delivered directly to the technician’s vehicle with no need for a key. Successful pilot projects have already proven that our customers see this as a major step into the future.

In terms of next year, we expect to continue to pursue our strategy and to better understand you, our customers, in order for us to grow together. We want to promote innovative technologies, remain open to new ideas and to stay in motion. The logistics industry changes quickly and never stands still. We are happy to accept new challenges every day and can already say that 2019 was a successful year, we mastered all of its challenges and are looking forward to an exciting 2020!

Yours,

Matthias Hohmann

Matthias Hohmann

PARLEZ-VOUS FRANÇAIS? PARLI ITALIANO? EXPRESS IN EVEN MORE LANGUAGES

No problem. On our website at www.night-star-express.de/de/mediathek/publikationen.html, our European readers can now not only access the English, German and Dutch versions of our customer magazine, but also the French and Italian versions. Happy reading! Amusez-vous avec la lecture. Divertiti con la lettura.



SUCCESS DEPENDS ON COURAGE 36TH GERMAN LOGISTICS CONGRESS

“Mutig machen”, or “Boosting courage” – this was the motto of this year’s German Logistics Congress, which began on 23/10/2019 at the Hotel Imperial in Berlin. According to the organiser BVL, 3,539 participants of the wide-ranging event joined in with discussions on one topic in particular: digitisation.

Even in the digital age, there is no substitute for one-to-one conversation, which meant that, for Matthias Hohmann and Meike Stephan from Night Star Express, the three-day event in Berlin was defined by networking and information discussions. They made new contacts and, since the logistics industry only meets once a year in Berlin, made appointments in advance in order to deepen existing relationships.

The talks on IT in particular were met with great interest. Matthias Hohmann has always closely followed the topics of digitisation and the future of IT in logistics. The switch-over of our own IT systems was a significant and dominant topic for the company until mid-2018. “We mastered this challenge in fine style,” says Hohmann. “Our system

now means that we are perfectly equipped. But we still need to keep working on ensuring that information is provided to all divisions. Information technology means continually developing.”

Digitisation is the “number-one force shaping our society today,” according to Robert Blackburn, Chair of the German Logistics Association (BVL). “Logistics processes are networked via platforms and thus made more transparent, agile and sustainable.” In his opinion, taking decisive action is key, even in economically bleak times.

“Mutig machen” was also adopted as a slogan by the “Die Wirtschaftsmacher” initiative. The initiative, which Night Star Express has been part of since the very beginning, aims to improve the image of the logistics industry and to appeal to more young people to consider a career in logistics. Early this year, 14 “Heroes of Logistics”

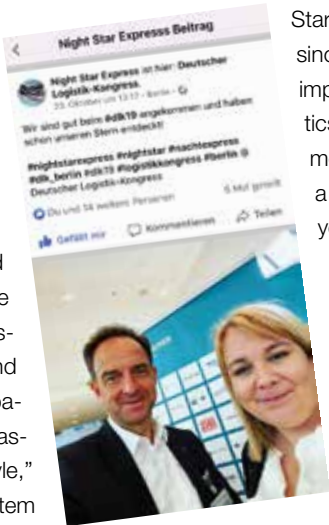


The organisers and some of the “Heroes of Logistics” on stage at the 36th German Logistics Congress in Berlin

were selected, some of whom introduced themselves on the stage at the evening gala. Night Star Express also has many heroes of logistics and you can now meet them on our Facebook page: www.facebook.com/night-starexpress

Social media is part of digitisation and this is a major topic at the moment for Night Star Express. As you can find out on page 9 of this magazine, we have been regularly posting content on various channels for a while now. This year, we reported live on the Logistics Congress on Facebook and Instagram for the first time.

Matthias Hohmann, Managing Director of Night Star Express, and Meike Stephan, Marketing and Communication Director at Night Star Express



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OUR PARTNERSHIPS LAST

EVEN IF NO-ONE HAS IT – **TRISCAN** WILL



Open vistas, choppy seas, wind and relaxation: These are the things that come to mind when we think of Denmark. And when we think of the Danes, we think: down-to-earth, friendly and welcoming. The

Scandinavian way of life is something that can also be felt in Iserlohn, where we go to meet André Leschinski on 7 November. He is the Managing Director of Triscan smartparts in Germany. There is a flag on the wall that is half-German, half-Danish. At the German subsidiary, people are proud of the Danish parent company – partly because all the positive clichés people have about Denmark are actually true here.

Founded in 1976 as Tridon Scandinavia, the name was changed to Triscan in 2003. More and more different replacement parts have now been added to the original inventory of hose clips and gas springs. The founder and majority shareholder John Iversen headed the company until 2018 and still plays an active role in the leadership of the company as a member of its Supervisory Board. There are four other co-owners in Denmark, each of whom is responsible for one division: Logistics, Sales and Marketing, Product Management and Quality Management. This facilitates quick decision-making, from which everyone in the company benefits.

There has been a replacement parts warehouse in Germany since the end of 2005, first located in Hagen and moving to Iserlohn in 2016. André Leschinski has worked for Triscan since 2012 – first in Sales and then as its Managing Director since 2017. “We offer the widest range of replacement parts on the German market and only supply wholesalers. Today, our range includes 38 product groups, or a total of 57,000 parts, with 2,000 to 2,500 new parts added each year. 45,000 to 46,000 of these parts are stored here in Iserlohn, meaning we can supply them to the customer very quickly,” he explains. The most commonly requested parts are for vehicles that are five years old or older. Replacement parts for rare and very old vehicles can also be ordered from Triscan. “We are in a position to be able to cover segments that are not classed as standard goods, i.e. not mass-produced items. Our customers always say: ‘Even if no-one has it, Triscan will!’,” André Leschinski says, laughing.

Environmental concerns have always been of prime importance for the family-run business. While diesel and e-mobility are hot topics in Germany at the moment, Denmark is already one step ahead. “We aren’t afraid of electric cars any more,” says André Leschinski, confidently. “Thanks to the pioneering role played by Scandinavia in the field of e-mobility, Triscan is also already easily able to supply the German market with sensor parts for the e-mobility sector. We already have around 300 parts in stock at the moment, although the proportion of electric cars in Germany is just 0.2%. This is one of the advantages of having such a diverse portfolio.”

The packaging of the individual parts is easily recognisable. Even from afar, customers can easily make out the bright yellow Triscan boxes in the repair shop. Around 1,500 of these boxes leave the warehouse in Iserlohn every day, the majority of which are distributed via overnight express. The partnership with Night Star Express has stood the test of time – since 2005. At that point, the parcels were still being picked up in Brabrand and delivered to destinations around Germany via Osterrönnfeld. Here, too, there is clear evidence of the



From left to right: Meike Stephan, Marketing and Communication Director, Night Star Express, Jens Seidel, Division Manager for Night Star Express at Friedrich Zufall GmbH & Co. KG, André Leschinski, Managing Director of Triscan GmbH, Torsten Mügge, Sales, Night Star Express

Danish business philosophy. “Our partnerships last,” André Leschinski asserts. “Changing provider just because it would save us a few cents just doesn’t factor into our decisions. Partnerships need to be about added value. This results in a win-win situation. We would prefer to get everything from a single source and from a reliable contact partner. For us, quality comes before price, every time. With Night Star Express, we have a partnership based on equal values. We always enjoy an open and honest dialogue at our regular meetings with our contacts from Night Star Express, while the human aspect is just what we want.”

Orders can be placed by retailers with Triscan until 6 p.m. and are then delivered in the same night by 8 a.m. at the latest. As Division Manager, Jens Seidel has of course heard how happy our drivers are with Triscan. When he spoke to André Leschinski about it, André confirmed that he had had the same, very friendly driver for years. “When the Night Star Express driver pulls up, our colleagues always call out: ‘Günter’s here!’,” André Leschinski recounts with a smile. “If a delivery isn’t quite ready yet, Günter has to wait around a while, but then we’ll load it into his vehicle for him. We help each other.” Here, too, the familiar atmosphere that characterises the whole company is evident.

“We don’t want growth whatever the cost,” Leschinski says. “We would prefer it to occur slowly and lastingly, while being able to manage our processes ourselves.” To date, that has worked out very well: Triscan supplies its replacement parts to 35 countries, with steadily growing market shares. In Germany, it sells replacement parts to around 600 wholesalers and Triscan recorded growth of 40% in Austria this year. The company offers Europe’s widest-ranging portfolio in the vehicle-specific cables segment.

We hope that Triscan will continue to write its Scandinavian success story in cooperation with Night Star Express in the future and would like to say “Mange tak!” for the great partnership!

INTERNATIONAL FOCUS

OPERATIONS MANAGERS AND SALES STAFF MEET IN VIENNA



The meeting took place in the venerable Hotel Franz Joseph in Vienna

The possibilities for sending consignments by over-night express don't stop at Germany's borders. With a strong European network, Night Star Express has been offering tailored transport solutions for international consignments for years now. The company continually works on optimising its services.

Every year in autumn, the operations managers and sales staff of Night Star Express get together for a two-day meeting. Large-scale discussions are used to exchange experiences, present innovations and develop and set out shared strategies. As 2019 marked the ten-year anniversary of the Englmayer Group joining Night Star Express, the event took place in Vienna.

This year's event was entitled "Night Star Express International". Colleagues attended from Germany, Switzerland, Denmark, Austria and eastern Europe and presented their ideas for the company's future development. These were discussed and honed further in workshops, amongst other things.

In addition to the talks and working groups, there was still a little time for the supporting programme: As a result, people could tour the expanded halls of the G. Englmayer branch in Leopoldsdorf, south of Vienna, combined with a mini tour of the city. In the evening, the participants saw out the first day in typical Viennese style in a "Heuriger", or local tavern.



The Night Star Express network now covers half of Europe and is to be expanded even further in future. Sarra Horchani, who has worked in the Night Star Express International division since June, emphasises:

"We are continually improving the cooperation both within the Night Star Express Group and with our external service providers. The increases in export volume in 2018 and 2019 show us that we are on the right track and we will continue to pursue it in future." One of these improvements currently on Sarra Horchani's to-do list is the optimisation of IT processes. "We are working on reducing the amount of manual work, combined with im-



proving IT interfaces, which aim to simplify our cooperation with external partners, to some of whom we are not yet fully digitally linked."



Jens Schoneboom, Head of IT and Organisation at Night Star Express, also wants to improve the availability of accurate information about international consignments.

"In our international dispatch business, we want to implement the same standards of information to which our clients in Germany are already accustomed. To do this, we will be supplementing the track-and-trace function with additional information," he explains.

Concepts to improve international communication are also being developed to aid the internal cooperation within the Night Star Express Group. To do this, a special International working group has been set up, which comprises a representative from each country.



"We want to improve and expand our international partnership in order to be able to achieve the best results for our customers and

deliver our consignments even more effectively on an international scale," says Matthias Hohmann, Managing Director of Night Star Express. "But these improvements to workflows and communication also simplify our workload, which, in turn, boosts quality."



Jörg Witteborn is responsible for project management at Night Star Express. He is currently working with Meike Stephan to plan a visual management system.

This aims to visualise workflows, contact partners and routes so that all of our staff, including those outside of Germany, can see, quickly and easily, who needs to be contacted for which enquiries.



"Every new colleague, as well as existing staff, should be in a position to be able to figure out our workflows at a glance," Jörg Witteborn

explains. "To ensure that this is the case, we are visualising workflows and scenarios, saving people lots of time thanks to the clarity of its presentation."

The cooperation with international partners is to be widened and deepened in the future. Sarra Horchani explains: "The services for our customers are being continually expanded. The product range is being widened in neighbouring countries in particular and we will be deepening our cooperation with external service providers here." To do this, Ms Horchani travels widely to a range of countries in order to conduct meetings. "We are on the right path and I am very happy that we are all doing our bit to continue to improve!"





DVZ MAGAZINE VISITS THE HUB IN HÜNFELD

CARLA WESTERHEIDE, CEP EDITOR

On 29 October 2019, Carla Westerheide, Editor of the Deutsche Verkehrs-Zeitung (DVZ), visited us at our hub in Hünfeld. We invited Ms Westerheide to Hünfeld originally for an interview on the topic of digitisation for the New Year edition of the DVZ. At the same time, we were able to combine this appointment with a full introduction to the processes at the hub.

Carla Westerheide was interested in the introduction of the new IT system, which was launched in late 2016 and completed in summer 2018. Jens Schoneboom, Head of IT and Organisation at Night Star Express, and

Managing Director Matthias Hohmann, explained to Carla Westerheide the features of the DisGo solution specially tailored to the requirements of Night Star Express. DisGo helps us both with planning routes and scheduling, as well as guaranteeing consignment tracking. Drivers benefit from all the key data, which is now displayed directly on their scanners. In this way, depot information and route changes can be accessed easily at any time. The added value for our customers is that we can now offer an end-to-end track-and-trace function.

At about 9.30 p.m., Carla Westerheide was able to observe our colleagues working at the hub. As the Hub Manager, Rüdiger Spiegel led the tour for the CEP editor around his daily work environment. The journalist was, above all, impressed with the pace of work among the staff in the hall. So that the consignments can be handled quickly, everyone works together at top speed. Matthias Hohmann and André Jehn, Head of



Inside scoop: Carla Westerheide interviewing Managing Director Matthias Hohmann and André Jehn

System and Transport Planning, also explained route planning and the processes that the consignments undergo on their way from the dispatcher to the recipient.

HAVE A LISTEN

The DVZ is now available as a podcast to listen to at home or when you're on the move. This means that subscribers to the DVZ will be able to listen to interviews held from October 2019 onwards. The DVZ podcast is released every two weeks. The Night Star Express interview will appear in January 2020. Matthias Hohmann, André Jehn and Rüdiger Spiegel spoke to the journalist and answered her questions at <https://www.dvz.de/rubriken/logistik/detail/news/dvz-derpodcast.html>. We are excited about the result and would like to take this opportunity to thank Carla Westerheide for her visit to our hub.



From left to right: Rüdiger Spiegel, Hub Manager, André Jehn, Head of System and Transport Planning, Matthias Hohmann, Managing Director, Carla Westerheide, Editor of the DVZ, Jens Schoneboom, Head of IT and Organisation



SOCIAL MEDIA FOR NIGHT STAR EXPRESS

INTERVIEW WITH MEIKE STEPHAN

Meike Stephan has been responsible for Marketing and Corporate Communication at the Night Star Express central coordination office in Unna since April 2019. Since then, she has been posting the company news on social media channels in order to supplement the marketing mix. The express editorial team asked her how.

Editorial team: What is the concept behind the social media activities for Night Star Express that are currently being developed in the B2B area?

Meike Stephan: We want to increase our customers' curiosity about Night Star Express and stay in touch with them. Social media makes it easier to contact people than by traditional methods. It is important to define your goals as well as a clear image of your brand beforehand.

We draw the attention of business partners, customers and potential customers by offering information with added value, but also little insights, such as of the Sales and Operational Management meeting in Vienna, or our employee weekend event.

Our target groups, such as customers and employees, are all particularly active on Facebook, XING and LinkedIn. As a result, we started sharing content on these channels in the middle of this year. We represent the company in a personal, authentic way, prioritising communication with our followers. We show people what we do, conveying the personality of Night Star Express to others. It is important to us

to show who we are and to be easily contactable.

Editorial team: How is the Night Star Express page on Facebook (online since 30 June 2019) going down with users?

Meike Stephan: Very well. You can see it by the reactions, likes and comments so far. We have also received lots of great personal feedback. Live streaming events, announcements of events, product launches, etc., enable us to strengthen brand recognition and stay present in the minds of our customers and staff.

Editorial team: On which other channels is Night Star Express also represented?

Meike Stephan: In addition to Facebook, we are on XING and LinkedIn. We also set up Night Star Express pages on Twitter and Instagram recently.

Editorial team: A view to the future. Where is the journey with social media headed for the company?

Meike Stephan: Our motto here is: "Planning is everything." Effective social media sites need time and consistency. You also have to use the networks for their proper purpose: They are for social contacts and networking. The communication needs to be personal and transparent. For this reason, companies need to reflect a bit of their personalities. We offer a special niche service in the logistics industry. As a result, we want to show our target groups why we are the right

choice for them. Motivated staff act as brand ambassadors, resulting in a Night Star Express community. Communication is the be-all and end-all – we are interacting more and more with our followers, which results in a lively social media landscape.

Editorial team: Thank you for this interesting interview.

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- www.linkedin.com/company/night-star-express-gmbh-logistik

THE MOVERS AND SHAKERS OF THE WEST-HUB

COLLECTION AND ARRIVAL TIMES SIGNIFICANTLY IMPROVED



The movers and shakers of the West hub, from left to right: Ralf Stevens, Night Star Express Operations Manager, Düsseldorf, Jörg Witteborn, Project Management, Guido Rath, Process Management, André Jehn, Head of System and Transport Planning

The decision was made on 21 May 2019. Due to the acquisition of new clients, the installation of a West hub was given the green light. In the CEP hall of Night Star Express system partner CretschmarCargo at the well-connected site in Düsseldorf, a new home for cargo handling was to be created in order to optimise the processing of rocketing consignment volumes. From that day on, the project team comprising André Jehn, Ralf Stevens, Guido Rath, Jörg Witteborn and Hamit Bektas was entrusted with implementing the plans for the West hub within just five weeks in order to facilitate later pick-up times from the customer and improved arrival times at Night Star Express businesses around Germany.

IMPLEMENTATION PERIOD

“For the entire project team, that meant being on the ground in Düsseldorf every day from 22 May 2019,” says André Jehn, spokesman for the project group, “in order to ensure that the installation of our new West hub could be achieved by 1 July 2019. There was a whole lot of organising and planning to be done. Logistics companies and additional drivers needed to be contacted, extra hall workers recruited, the transfer of volume across our hubs planned and the hall organised with clear, unambiguous signage. The fact that this all worked so well was partly because we all worked together, making tiny adjustments and fine-tuning in order to achieve the best possible result. It was also because Ralf Stevens maintains a positive, appreciative relationship with his logistics companies, which made it straightforward to purchase additional routes and get extra drivers on board. The same went for the hall staff. In Hamit Bektas, they also got an over-

night express professional on board to manage warehouse operations. We also made sure we kept our sense of humour during this time – even when we found ourselves kneeling on the hall floors making signs in the middle of the night. Amidst all this, we also had to organise an event for Night Star Express Operational Management in order to inform everyone of the new transport planning system within the network, with updated arrival and departure times for the rounds. Together, we made a great team. I was able to rely on everyone, even when the pressure was on.”

1 JULY 2019

“A big thank-you to everyone who made this happen,” says Matthias Hohmann, Managing Director of Night Star Express. “The fast set-up of our new West hub in Düsseldorf worked beautifully. On 1 July 2019, the several hundred consignments from our new customer Mazda Motor Logistics Europe, ar-



riving from Willebroek in Belgium, could be unloaded and distributed without a hitch in addition to all of the other consignments leaving the hub. The transport planning all worked perfectly. We are now diverting more of the consignments from other major new customers via the West hub, with more to follow. These clients benefit from later pick-up times and more streamlined routes to the handling facility. Currently, 45 scheduled services leave our new West hub every day, driving to Night Star Express branches throughout Germany. This eases the pressure on our hub in Hünfeld and optimises the arrival times at our receiving companies: a win-win situation for everyone! And we have once again done something to offer our customers the level of service to which they have become accustomed from us.”



Since 1 July 2019, the CEP hall in Düsseldorf has acted as the new Night Star Express West hub



OPENING CEREMONY IN 'S-HEERENBERG A HUGE SUCCESS

NIGHT STAR EXPRESS HELLMANN B.V.

Saturday, 28 September 2019 was the big day: It was time for the opening ceremony in 's-Heerenberg! Taking less than a year, the site celebrated its third expansion since it first went into operation in 2007. In the presence of more than 150 guests, including staff, family members and friends, the new complex was officially declared open. And once the ceremony was out of the way, the party could really get started! The organisation committee outdid themselves by arranging a genuine fairground on the site. People of all ages had fun at the fair with the attractions in the halls. The result was a great atmosphere among all of our guests!

A TRIP BACK IN TIME

The year is now 2019 and we have reached “phase 6”. But what milestones did we achieve over the past 20 years or so? Let’s review! In 1996, the overnight express service started from a small building in Gendringen (NL) with seven employees. The company experienced considerable growth, right from the start. The first expansion occurred

in 2001 – and another hall was opened just three years later (2004) (phases 2 and 3).

THE MOVE TO 'S-HEERENBERG

In 2007, the new facility on Logistiekstraat in 's-Heerenberg went into operation (phase 4). It quickly became clear that progress was being made here and that it was nearly time for an additional expansion. Within just a few years, a second cross-docking hall was constructed (phase 5). With steady growth of around 10 to 15% every year, the next expansion was just around the corner. Nearly ten years after the opening in 2007, the third expansion was given the green light. Less than one year later, on 28 September 2019, phase 6 was complete!

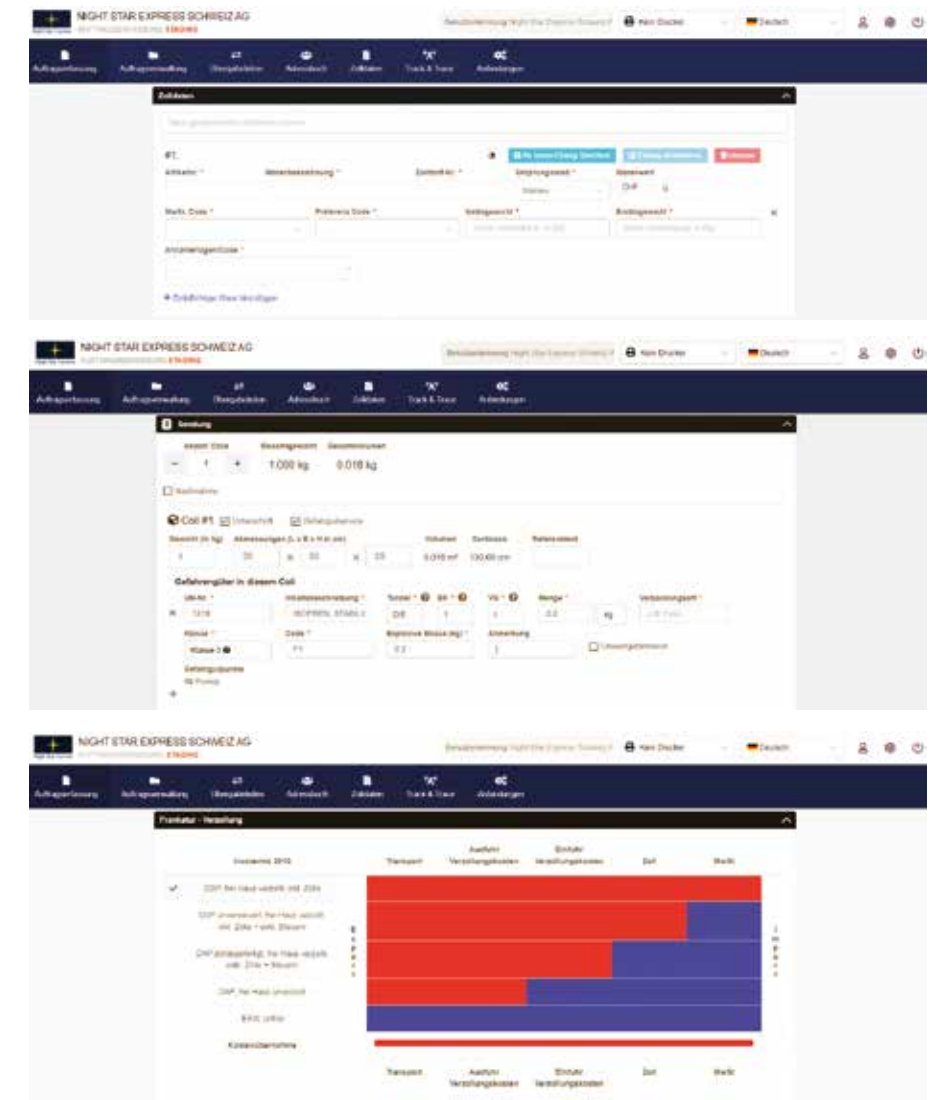
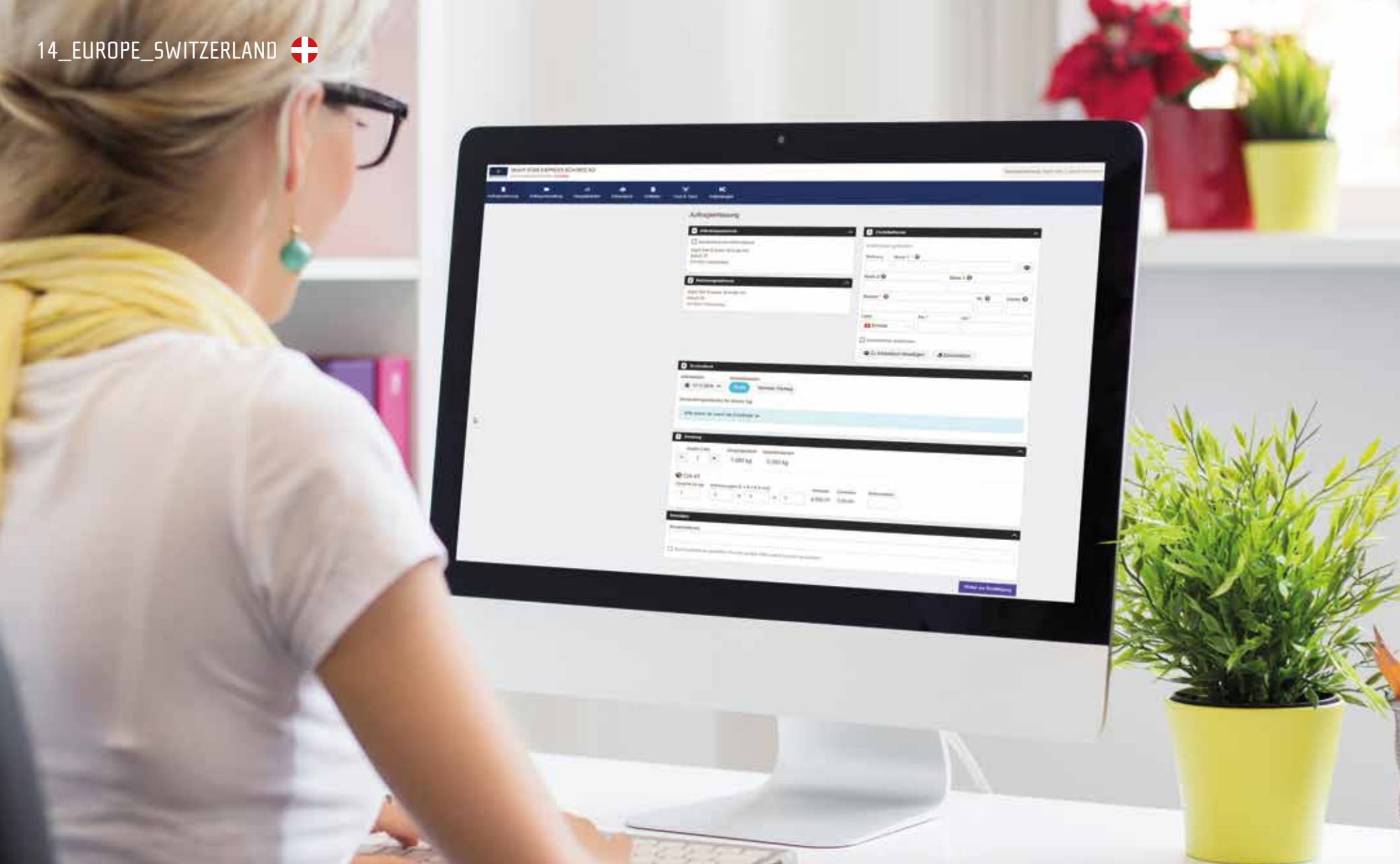
Over the years, the total area increased to more than 22,000 m². Of this, 7,100 m² is assigned as a sorting facility. The office space was expanded by a further 325 m² and now covers more than 700 m². The magic number of 100 loading ramps and gates has now been exceeded. It’s a milestone we can all be proud of!



The climate is becoming a more and more important topic on the global stage. As a “first-class” service provider, we are happy to tie our corporate philosophy in with this important issue. In early 2020, 894 solar modules will be installed with a total yield of approx. 236,000 kWh per year. Both in our offices and in the cross-docking halls, only LED lights are used, with a total of around 1,500 LED bulbs. The site in 's-Heerenberg can thus be designated CO₂-neutral! The steps taken last year now give our company the opportunity to continue to grow. With more than 50 full-time employees and more than 150 drivers, we can look to the future with optimism!



Chris van der Weide, Operations Manager, Night Star Express Hellmann B.V., second from right, and Martin Som, Deputy Minister for Economic Affairs, Montferland, right, look on as (from left to right) Wilfried Hesselmann, Hellmann CEP CEO, Patrick Löwenthal, CEO Night Star Express Hellmann, and Matthias Hohmann, Managing Director of Night Star Express GmbH Logistik, officially cut the ribbon



IF IT'S **GOING** TO BE **NEW**, IT HAS TO BE **DONE RIGHT**

NIGHT STAR EXPRESS SWITZER-
LAND INTEGRATES CUTTING-
EDGE ONLINE ORDER ENTRY TOOL

“Good things are worth the wait.” In November 2019, the first customer was integrated into our new online order entry tool. We wanted to be able to take into account the requests and requirements of our customers during the development phase. As a result, we decided to delay the planned roll-out from May to November. But it was really worth the wait!

The new app is based on the same high-performance technology that is used on our "DisGo" platform (scheduling overview) and has been fully integrated into it. In addition to the seamless configuration, which is perfectly tailored to the service options required, the visuals for the online order entry process can also be fully adjusted to reflect the corporate identity of our customers.

Multiple functions have also been added. The new online order entry system includes all the information and options necessary for

dispatch, which means that all of the data needed for international consignments or hazardous goods can be fully integrated. This includes the fact that the recipient's address details can be accessed and saved directly. Detailed information about the consignment, such as customs-specific information on freight terms and parcels containing hazardous goods, can be recorded, processed and edited on the same interface in an ergonomic and process-oriented way.

The comprehensive hazardous goods tool

is particularly worthy of mention, making it as easy as 1, 2, 3 to record details for hazardous goods.

Features such as providing information proactively to recipients for order-related data and the integration of track-and-trace round off this program from 1st Log.

Night Star Express Switzerland is delighted that so many requests and so much of the feedback could be integrated. The next step is to transfer all of our customers to the new version.

